

RESTORING INTERNET FREEDOM ORDER
BROADBAND INTERNET SERVICE DISCLOSURE
E.L. AUTOMATION, INC.

SCOPE OF ISP COVERAGE

Name of Filer : E.L. Automation, Inc.

Filer's FCC Registration Number (FRN) : 0019090117

Trade name or DBA name under which the described ISP services are offered to consumers :
E.L. Internet Northwest

Type of ISP service (e.g., wired, mobile wireless, fixed wireless) : Fixed Wireless and Wired

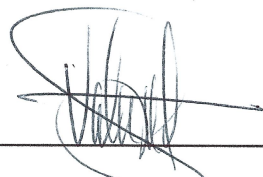
Brief description of service covered by the disclosure : E.L. Automation's internet services are delivered to residential and business customers via coaxial cable lines or fixed wireless technology. An internet router or modem is installed at the customer premise.

The effective date of the disclosure : 09/28/2018

This submission is a new/first-time disclosure.

CERTIFICATION OF FILING ACCURACY

I, Valerie Surprenant, Secretary of E.L. Automation, Inc. certify that I have examined the information contained in the disclosure and that all information contained in the submission is true and correct, to the best of my knowledge, information, and belief.



Valerie Surprenant

Secretary

Title

09-28-2018

Date

SUBSTANTIVE DISCLOSURE SUBMISSION

NETWORK MANAGEMENT PRACTICES

- *Blocking.* Any practice (other than reasonable network management elsewhere disclosed) that blocks or otherwise prevents end user access to lawful content, applications, service, or non-harmful devices, including a description of what is blocked. **NOT APPLICABLE**
- *Throttling.* Any practice (other than reasonable network management elsewhere disclosed) that degrades or impairs access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device, including a description of what is throttled. **NOT APPLICABLE**
- *Affiliated Prioritization.* Any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate, including identification of the affiliate. **NOT APPLICABLE**
- *Paid Prioritization.* Any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise. **NOT APPLICABLE**
- *Congestion Management.* Descriptions of congestion management practices, if any. These descriptions should include the types of traffic subject to the practices; the purposes served by the practices; the practices' effects on end users' experience; criteria used in practices, such as indicators of congestion that trigger a practice, including any usage limits triggering the practice, and the typical frequency of congestion; usage limits and the consequences of exceeding them; and references to engineering standards, where appropriate. **NOT APPLICABLE**
- *Application-Specific Behavior.* Whether and why the ISP blocks or rate-controls specific protocols or protocol ports, modifies protocol fields in ways not prescribed by the protocol standard, or otherwise inhibits or favors certain applications or classes of applications. **NOT APPLICABLE**
- *Device Attachment Rules.* Any restrictions on the types of devices and any approval procedures for devices to connect to the network. **NOT APPLICABLE**
- *Security.* Any practices used to ensure end-user security or security of the network, including types of triggering conditions that cause a mechanism to be invoked (but excluding information that could reasonably be used to circumvent network security). **NOT APPLICABLE**

PERFORMANCE CHARACTERISTICS

- *Service Description:* The service technology available to a customer varies depending on the service location. Fixed wireless services are available with speeds up to 150 Mbps in most areas. Typical latency for fixed wireless service ranges from 20-80ms depending on equipment style installed at the customer's location. Wired services are available with speeds up to 50 Mbps. Typical latency for wired service ranges from 5-20ms. Custom setups are available for consumers requiring additional bandwidth. Actual access speeds on both technologies are not guaranteed but at the date of this disclosure typically perform within 10% of advertised package speed. All service packages offered are suitable for real-time applications. The higher bandwidth packages will support more users performing these applications simultaneously.
- *Impact of Non-Broadband Internet Access Service Data Services:*
NOT APPLICABLE: E.L. Automation does not offer any non-broadband Internet access service data services.

COMMERCIAL TERMS

- *Price:* E.L. Automation's internet service packages vary depending on the technology available at the service location. Service package information, including monthly prices and speeds can be obtained by calling (208) 946-4147. All service packages include unlimited data transfer. No usage-based fees apply. Static public IP addresses and equipment rental or warrantee plans are not included in the monthly service packages and may be available for an additional monthly charge. New customers on fixed wireless plans are required to sign a 2-year term agreement where a \$200 early termination fee applies. New customers on wired plans do not have an agreement term and no early termination fee applies.
- *Privacy Policies:* E.L. Automation does not inspect or store network traffic information, nor does it provide network traffic to third parties or use it for non-network management purposes.
- *Redress Options:* Consumer questions or complaints can be directed to the E.L. Automation office by phone at (208) 267-7220, email at management@elautomationinc.com or in person at the E.L. Automation main office located at 64 Automation Lane Bonners Ferry ID 83805. Inquiries will be passed to the appropriate department manager for resolution.